Prince Edward Island
Public Service Commission

Annual Report
2013 - 2014

Prince Edward Island
CANADA
Public Service Commission

Building a strong public service
for all Islanders

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Message from the Chief Executive Officer

Minister Roach and Mr. Carl Lafford, Chair of the Public Service Commission

It is my pleasure to provide you with the 2013-2014 annual report for the Public Service Commission of Prince Edward Island. As the corporate agency responsible for human resources leadership, management and administration, the staff has demonstrated commitment to public service and to the delivery of quality human resources services to public service employees in both the health and civil sectors.

Throughout this year the employees of the Public Service Commission continued to provide a full suite of human resources services in the areas of: recruitment, staffing, classification, French language services, organization development, learning and development, diversity management, labour relations, human resources management, payroll administration and human resources information management. Also, in alignment with government's priorities, the Commission focused strategically on the development of a civil service human resources plan and implemented significant upgrades to the payroll system.

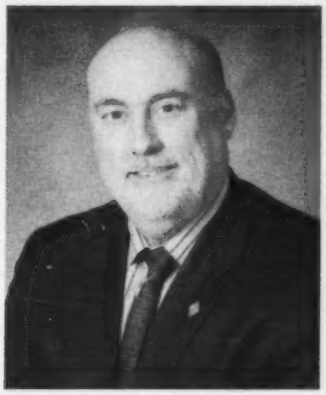
The work of this year and previous years has resulted in a strong foundation for continued excellence in the delivery of human resources in the provincial civil service.

Respectfully submitted,

Andrew Thompson, CEO

PEI Public Service Commission

Message du directeur général



Monsieur le Ministre et Monsieur le Président,

Je suis heureux de vous fournir le rapport annuel de la Commission de la fonction publique de l'Île-du-Prince-Édouard pour 2013-2014. En tant qu'agence-société responsable du leadership, de la gestion et de l'administration des ressources humaines, le personnel a fait preuve d'engagement envers la fonction publique et envers la prestation de services de qualité en matière de ressources humaines aux fonctionnaires des secteurs de la santé et de la fonction publique.

Tout au long de l'année, les employés de la Commission de la fonction publique ont continué d'offrir un très vaste éventail de services en matière de ressources humaines dans les domaines du recrutement, de la dotation, de la classification, des services en français, du développement organisationnel, de l'apprentissage et du perfectionnement, de la gestion de la diversité, des relations de travail, de la gestion des ressources humaines, de l'administration de la paie et de la gestion de l'information sur les ressources humaines. En outre, conformément aux priorités du gouvernement, la Commission s'est concentrée sur l'élaboration d'un plan de ressources humaines pour la fonction publique et a apporté d'importantes améliorations au système de paie.

Le travail accompli cette année et les années précédentes a permis d'établir une fondation solide pour la poursuite de l'excellence dans la prestation des services de ressources humaines au sein de la fonction publique provinciale.

Respectueusement soumis,

Andrew Thompson, directeur général

Commission de la fonction publique de l'Î.-P.-É.

The PEI Public Service Commission Board Members

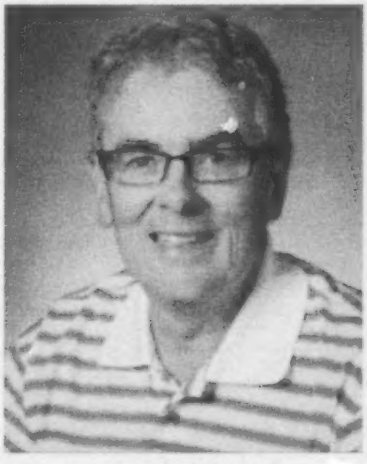
Carl Lafford (Chair)

Mr. Lafford is a retired Federal Government employee. His work experience over the years spans from labourer, consultant and manager. He has been a volunteer and an active member of the Island community. His appointment to the PEI Public Service Commission Board is for a five year term, effective from February, 2013. Mr. Lafford is married with two adult children and resides in Charlottetown, PEI.

Rita Ryan-Sabada

Mrs. Ryan-Sabada is a retired provincial public service employee. She has extensive experience working with the Union of Public Sector Employees on behalf of provincial employees. She is an avid volunteer and an active member of the community. Her appointment to the PEI Public Service Commission Board is for a five year term, effective from January, 2012.

Mrs. Ryan-Sabada currently resides in Charlottetown, PEI.



Bob Kenny

Bobby Kenny retired from the Provincial Civil Service in 2011 after thirty seven years of service. His experience included positions as a property assessor, staffing officer, along with management positions in tax administration and human resources. He is currently an active participant on a number of Provincial and Federal Boards. His appointment to the PEI Public Service Commission Board is for a five year term, effective October, 2012.

Mr. Kenny is married with one daughter and resides in Charlottetown, PEI.

Executive Summary

The work of the Public Service Commission during the 2013-2014 fiscal year reflected its legislated mandate and intention of *HR Excellence in Public Service*. The Public Service Commission is a service provider that is committed to hearing, assessing and meeting our clients' human resources needs. Through the diverse programs and services delivered by the Public Service Commission, the capacity of the civil service workforce continues to improve to meet government's objectives within its current fiscal mandate.

This year the Public Service Commission conducted a business planning process to ensure that resources, programs and services are aligned to meet our clients' needs during the 2015-2017 period. The business plan is a result of extensive consultation with clients and planning sessions with Public Service Commission employees. The plan will be used to guide priority setting, decision making and work plans for the next three fiscal years.

Recruitment and retention are critical to the success of the civil service. A project was initiated to improve the on-line presence for job/work applications at Jobs PEI. The intent was to provide user friendly access to the job application process and also to improve internal efficiency in job application processing. The Public Service Commission Diversity Talent Pool is another effective tool that may be used in recruitment. A quarterly report which is generated from the Human Resources Management System to identify bilingual (French and English) positions across the civil service may also be used for recruitment. Through the use of these tools and information the Public Service Commission facilitates the development of a civil service that is representative of its clients.

The full implementation of an equivalency model for the staffing process provided an innovative method to facilitate effective recruitment and retention of talented employees. The equivalency model provides a standardized, consistent method for staffing consultants to evaluate equivalent qualifications to stated formal education requirements in job positions. This process may improve retention and recruitment of experienced individuals who do not have traditional formal education qualifications. The equivalency model is not used for any regulated professional positions.

Performance management planning and employee development continued to be priority areas for human resources management throughout the civil service. Throughout 2013 an updated Performance Management Planning framework was introduced within departments. The Clerk of the Executive Council and Deputy Ministers committed to actively monitoring the implementation of this framework.

A formal learning and development model was developed and launched during this fiscal year. The model was developed to promote continuous learning for a dynamic and effective civil service. Planning and delivery of learning opportunities will be done on an annual basis. Learning and development opportunities will respond to the aggregated employee learning needs identified in performance management plans, customized departmental learning needs, corporate human resources strategies and organizational development best practices.

Government policies, such as the Diversity Policy, and recently proclaimed legislation such as the *French Language Services Act* are supported in the learning model by providing access to training that is designed for civil service employees.

The centralized model for human resources management and labour relations is proving to be effective in implementing strategic human resources initiatives and responding consistently to labour relations challenges. For

example, employee engagement strategies are shared among the Human Resources Managers to prevent redundancy or duplicated effort. Also, the successful representation of civil service interests in collective agreements was demonstrated in 2013 when a five year collective agreement was negotiated with the Union of Public Sector Employees.

The Public Service Commission is committed to cost effective delivery of services to meet client needs. A full time Employee Assistance Program counselor position was allocated to the western region of the province, in Summerside. Also a major upgrade was completed for the Payroll and Human Resource Management System. The upgrade will allow faster and more complex processing and reporting of payroll information as well as human resources metrics and measures.

The above mentioned accomplishments are the highlights of the 2013-2014 fiscal year. In addition, Public Service Commission employees continued day to day operations in an increasingly complex work environment.

Sommaire

Au cours de l'exercice financier 2013-2014, la Commission de la fonction publique a accompli ses travaux conformément au mandat que lui prescrit la loi et à l'objectif d'*excellence en RH dans la fonction publique* qu'elle s'est fixé. Comme fournisseur de services, elle s'est engagée à écouter, évaluer et combler les besoins des clients en matière de ressources humaines. Dans le cadre des divers programmes et services qu'elle offre, la capacité de sa main-d'œuvre s'accroît pour atteindre les objectifs du gouvernement au cours du présent mandat financier.

La Commission de la fonction publique a établi cette année un processus de planification opérationnelle afin de s'assurer que les ressources, les programmes et les services conviennent aux besoins des clients durant la période de 2015-2017. Le plan opérationnel fait suite à une vaste consultation des clients et aux séances de planification avec les employés de la Commission de la fonction publique. Il servira à orienter l'établissement des priorités, la prise de décisions et les plans de travail au cours des trois prochains exercices financiers.

Le recrutement et le maintien du personnel sont essentiels à la réussite de la fonction publique. Un projet a été lancé pour rendre les demandes d'emploi plus accessibles en ligne sur le site Jobs PEI. Le but était de fournir un accès convivial au processus de recherche d'emploi et d'améliorer l'efficacité interne du processus. Le bassin de talents axé sur la diversité de la Commission de la fonction publique est un autre outil efficace qui peut servir à des fins de recrutement. Le rapport trimestriel produit par le système de gestion des ressources humaines pour déterminer les postes bilingues (français et anglais) dans la fonction publique peut aussi être utilisé pour le recrutement. Grâce à ces outils et à l'information, la Commission de la fonction publique facilite le développement d'une fonction publique représentative de ses clients.

La mise en place intégrale d'un modèle d'équivalences pour le processus de dotation constituait une méthode novatrice de faciliter le recrutement et le maintien, de façon efficace, d'employés compétents. Le modèle d'équivalences fournit aux expertsconseils en dotation une méthode uniforme et normalisée d'évaluation des qualifications qui sont équivalentes aux exigences en matière de formation énoncées dans les avis de postes à pourvoir. Le processus peut améliorer le recrutement et le maintien de personnes expérimentées qui ne possèdent pas les exigences traditionnelles relatives aux études. Le modèle d'équivalence ne s'applique pas aux emplois professionnels réglementés.

La planification de la gestion du rendement et le perfectionnement du personnel sont toujours des secteurs prioritaires pour la gestion des ressources humaines dans la fonction publique. En 2013, un cadre de planification de la gestion du rendement mis à jour a été présenté aux ministères. Le greffier du Conseil exécutif et les sousministres se sont engagés à exercer une surveillance active de l'application de ce cadre.

Un modèle d'apprentissage et de perfectionnement a été conçu et appliqué au cours du présent exercice financier. Il avait pour but de promouvoir l'apprentissage comme étant continu et essentiel pour créer une fonction publique dynamique et efficace. Chaque année, des possibilités d'apprentissage seront planifiées et offertes. Les possibilités d'apprentissage et de perfectionnement seront adaptées aux besoins des employés en matière d'apprentissage définis dans les plans de gestion du rendement, aux besoins du ministère en matière d'apprentissage personnalisé, aux stratégies relatives aux ressources humaines et aux pratiques exemplaires de développement organisationnel.

Le modèle d'apprentissage appuie les politiques du gouvernement, telles que la politique sur la diversité, et les lois promulguées récemment telles

que la *Loi sur les services en français*, en donnant accès à la formation destinée aux fonctionnaires.

Le modèle centralisé relatif aux relations de travail et à la gestion des ressources humaines s'avère efficace dans la mise en œuvre de projets stratégiques liés aux ressources humaines et la capacité de relever systématiquement les défis en matière de relations de travail. À titre d'exemple, les gestionnaires des ressources humaines échangent leurs stratégies d'engagement des employés afin de prévenir les redondances ou les doubles emplois. De plus, la représentation des intérêts de la fonction publique dans les conventions collectives était évidente en 2013 lorsqu'une convention collective de cinq ans a été négociée avec le Syndicat des employés de la fonction publique.

La Commission de la fonction publique s'est engagée à offrir, de manière rentable, des services qui répondent aux besoins des clients. Un poste de conseiller à temps plein du Programme d'aide aux employés a été attribué à la région ouest de la province, à Summerside. Le système de gestion des ressources humaines et de la feuille de paye a fait l'objet d'une importante modernisation qui permettra de traiter et de communiquer plus rapidement l'information plus complexe sur la feuille de paye, ainsi que les mesures et les paramètres liés aux ressources humaines.

Les réalisations susmentionnées sont les faits saillants de l'exercice financier 20132014. Les employés de la Commission de la fonction publique poursuivent leurs activités quotidiennes dans un milieu de travail de plus en plus complexe.

Long Term Service Recognition Program
Le programme de reconnaissance de longs états de service

The Public Service Commission organizes and coordinates the Long Term Service Recognition Program which honours employees who have completed 20, 25, 30, and 35 years of continuous service with the provincial public service.

Premier Robert Ghiz hosted luncheons for 37employees with 20 years of continuous service, 53 employees with 25 years of continuous service, 27 employees with 30 years of continuous service and 20 employees with 35 years of continuous service. A total of 137 employees were invited to the luncheons.

La CFP organise et coordonne le programme de reconnaissance de longs états de service qui rend hommage aux employés qui comptent 20, 25, 30 et 35 ans de service ininterrompu au sein de la fonction publique provinciale.

Le premier ministre Ghiz a organisé des déjeuners pour les 37 employés ayant 20 années de service continu, les 53 employés ayant 25 années de service continu, les 27 employés ayant 30 années de service continu et les 20 employés ayant 35 années de service continu.

20 years / 20 ans

Recipients of the Long Term Service Award, 20 years
Les récipiendaires des récompenses pour long états de service, 20 ans

25 years / 25 ans

Recipients of the Long Term Service Award, 25 years
Les récipiendaires des récompenses pour long états de service, 25 ans

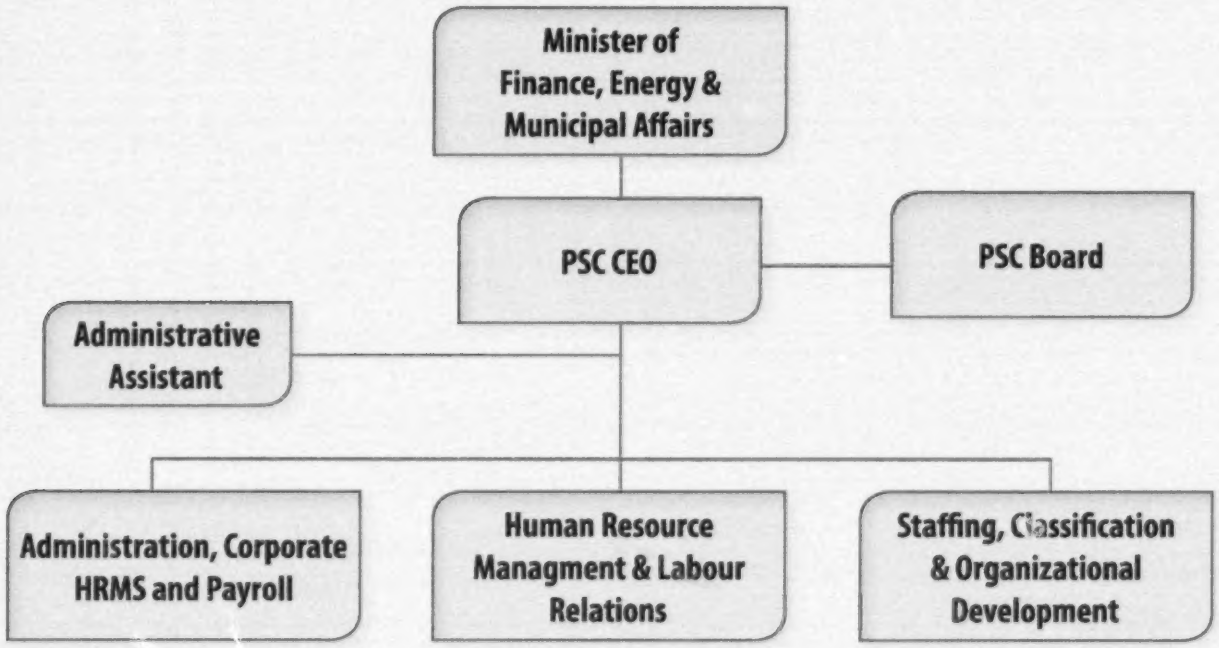
30 years / 30 ans

Recipients of the Long Term Service Award, 30 years
Les récipiendaires des récompenses pour long états de service, 30 ans

35 years / 35 ans

Recipients of the Long Term Service Award, 35 years
Les récipiendaires des récompenses pour long états de service, 35 ans

1. Organization Structure of the Public Service Commission


Minister of Finance, Energy & Municipal Affairs
PSC CEO
PSC Board
Administrative Assistant
Administration, Corporate HRMS and Payroll
Human Resource Managment & Labour Relations
Staffing, Classification & Organizational Development

Administration

Payroll

Human Resource Management System

Human Resource Management

Labour Relations

Occupational Health and Safety

Staffing and Recruitment

Classification

Human Resource Planning

Diversity Management

Learning and Development

Employee Assistance Program

Training and Development Funds

French Language Training

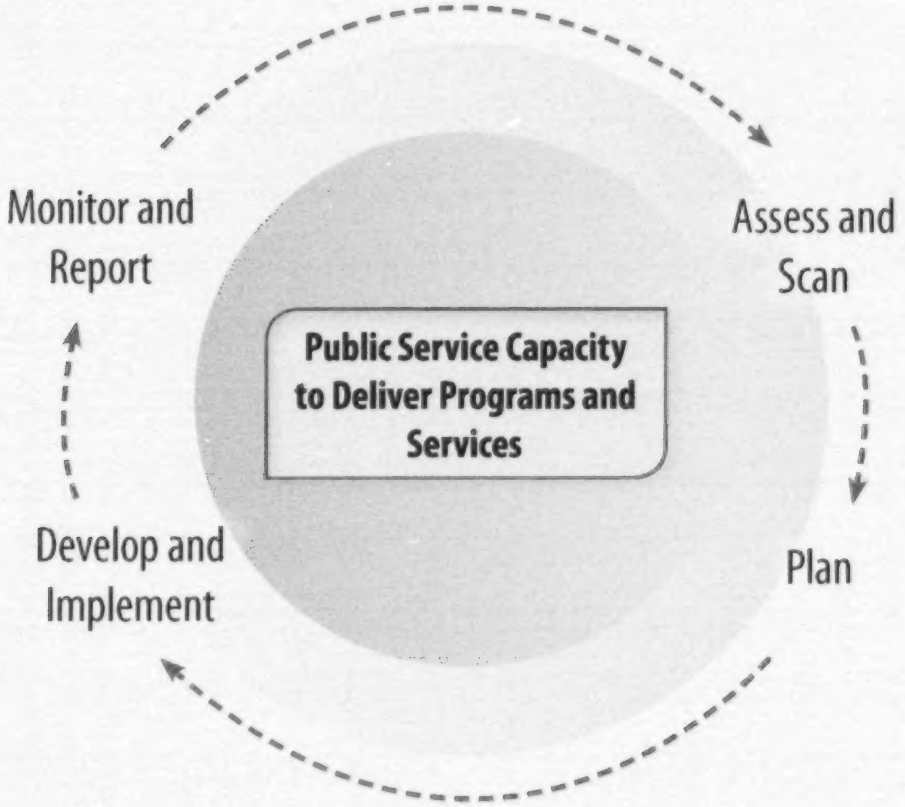
2. PSC Business and Human Resource Plan Overview

The civil service faces a rapidly changing business and labour environment. A particular concern is the ability to recruit and retain the skills needed to meet the demands placed upon the civil service. The Public Service Commission (PSC) developed a Business and Human Resource (HR) Plan to refresh the 2011-2013 plan.

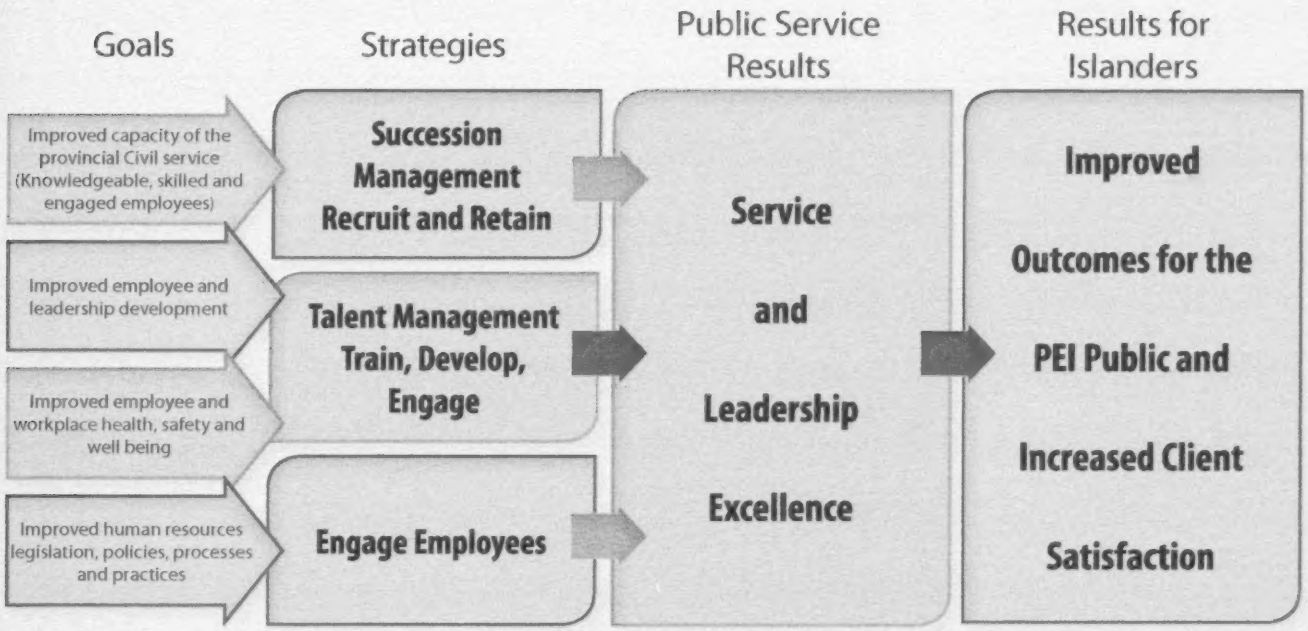
The goals and integrated strategies outlined in the plan were intended to address environmental factors in a proactive and innovative fashion. The planning cycle is shown below.

The following goals were identified as a result of consulting with clients and employees and completing an extensive environmental scan:

- Improved capacity (skilled, knowledgeable and engaged employees) of the Civil Service;
- Improved employee/organization learning and leadership development;
- Improved employee and workplace health, safety and well being; and
- Improved quality of human resource legislation, policies, processes and practices.



Model of the PSC Plan:


Goals
Strategies
Public Service Results
Results for Islanders
Improved capacity of the provincial Civil service (Knowledgeable, skilled and engaged employees)
Improved employee and leadership development
Improved employee and workplace health, safety and well being
Improved human resources legislation, policies, processes and practices
Succession Management Recruit and Retain
Talent Management Train, Develop, Engage
Engage Employees
Service and Leadership Excellence
Improved Outcomes for the PEI Public and Increased Client Satisfaction

Going forward, future Public Service Commission Annual Reports will be based on the Business and Human Resource Plan. Progress and results will be based on the current Business and Human Resource Plan. There are three major sources for the quantitative indicators:

- Metrics and data from the Human Resources Management and Payroll System ;
- Results from the Employee Engagement Survey; and
- Results from the Client Satisfaction Survey.

For most of the indicators, the baseline data will be obtained from the 2013-2014 fiscal year. Later baseline data will be used for some indicators due to data availability.

As illustrated in Section 1 of this report, the PSC is comprised of three divisions, namely:

- Staffing, Classification and Organizational Development;
- Human Resource Management and Labour Relations; and
- Administration, Corporate Human Resources Management System (HRMS) and Payroll

The divisions work collaboratively to deliver effective human resource programs and services.

3.1 Staffing, Classification and Organizational Development

The Staffing, Classification and Organizational Development Division (SCOD) provides leadership and service delivery in the areas of human resource planning, recruitment, staffing, classification, diversity, French language training, and learning and development. The Employee Assistance Program also works within this division. Public Service Week, Employee Innovation Awards and the Long-Term Service Awards are other divisional responsibilities.

SCOD plays a vital role in improving skills, knowledge, talent, and leadership development within the civil service by coordinating planning and delivering government-wide learning and development programs.

As the central staffing agency for all of government, SCOD is responsible for ensuring that recruitment and staffing actions are carried out in an efficient, fair, and transparent manner, in accordance with the merit principle and the *Civil Service Act*.

The classification system for the public service, including the health and education sectors, is the responsibility of this division to ensure positions are properly updated, reviewed, and subsequently classified in a fair, consistent, equitable, and neutral manner.

Finally, this division is responsible for the Employee Assistance Program. The goal of improving employee health and well-being is a significant portion of its mandate.

3.1.1 Staffing and Recruitment
3.1.2 Classification
3.1.3 Human Resource (HR) Planning
3.1.4 Diversity Management
3.1.5 Employee Assistance Program
3.1.6 French Language Services

3.1.1 Staffing and Recruitment

This section provides staffing services to the various government departments and Health PEI in accordance with hiring practices outlined in legislation, various collective agreements, and policy. Staff are located in various centres across the province including Access PEI sites in Summerside and Souris, both the Prince County and Queen Elizabeth Hospitals and the central office at the first floor Shaw Building in Charlottetown.

Staffing consultants assist employers in the selection of qualified employees using a process of candidate screening, testing (if required), interviewing, referencing and appointment to a position. They are also available to provide career advice and post interview feedback to employees.

The selection process is based on a set of guiding principles as follows:

- decisions are to be made on the basis of the merit principle of qualifications, relative ability, knowledge and skills;
- objectivity, fairness and consistency guide selection activity; and
- confidentiality must be maintained by all staff involved.

This fiscal year saw significant increased staffing

activities. A total of 2,723 job competitions were processed, an 8% increase from the previous year. There were 33,735 applicants, a 4% increase from the previous year; and 2,542 appointments, a 7% increase from the previous year, within both the Civil Service and Health PEI. Approximately 85% of this activity was within the Health Sector, a 5% increase from the previous year.

The 2011-2013 Corporate HR Plan referenced the need to research equivalencies in lieu of formal education, and a way to evaluate equivalencies that would work within the staffing and classification processes. It was thought that this approach would encourage retention and career development for existing employees, and also improve recruitment.

The equivalency model was developed in 2011-2012, piloted in late 2012, and fully implemented into the staffing process during the 2013-2014 year in the Civil Service for unionized and excluded positions. As a result, a number of employees were able to compete in staffing competitions which they were not eligible for prior to the introduction of the equivalency framework.

In the spring of 2013, the PSC partnered with Information Technology Shared Services (ITSS) to re-develop and improve the Jobs PEI website. The intent was to have the new Jobs PEI / on-line application system launched early in the 2014-2015 year.

The Jobs PEI web site is the PSC's online registry for individuals looking for employment with the PEI public service. This website was first introduced to the PEI government in 2000.

Approximately 80% of applicants that apply for government jobs utilize the Jobs PEI website. The re-development initiative was undertaken to improve the on-line application process by making it more user friendly and adding new features that would benefit the applicants. For example, applicants are able to find their way through the application process in a more timely manner and will now be able to add a cover letter and resumé to their application. Updated content added to the site provides applicants with more information about the steps in the hiring process, how to prepare for the interview and tips on writing cover letters and resumes.

The PSC also updated the paper application form to match the on-line application printable form.

3.1.2 Classification

The Classification Section is responsible for the development, maintenance and administration of the job evaluation process, and the classification plan which establishes the framework for pay plans. The section also provides advice on organizational design and compensation.

The purpose of a job classification is to determine the relative worth of jobs, based on the described duties and responsibilities of one position compared to the next position within the public service. The classification tool which is used is the Willis Position Evaluation System, which was adopted by the PSC through a joint committee of union and management representatives in 1990. This process is fundamental to the employer's commitment to compensate employees fairly and equitably for the work they do.

The Classification Section provides services to all departments of government in accordance with the *Civil Service Act*. Classification services are also provided to Health PEI, both school boards, as well as other crown corporations and agencies, including the PEI Liquor Control Commission, Island Regulatory and Appeals Commission, and the Island Waste Management Corporation.

There were 383 reviews completed by the Classification Section during the year, an 8% increase from the previous year. Approximately 46% of this activity was for the Health Sector which represents an increase from the previous year. Of the 383 reviews completed, twenty-three (23) of the positions were downgraded, of which four (4) were encumbered. The downgrading of these encumbered positions was handled with extreme sensitivity by the classification team and the human resources staff.

The Section also witnessed a slight increase in the number of vacant positions that were reviewed. There were 237 vacant positions reviewed in 2013-2014 compared to 229 positions in the previous year. The average turnaround time for the completion of the reviews was seventy-five (75) working days which represents a decrease of sixteen (16) working days from the previous year. Approximately 51% of the reviews were completed in twelve (12) working days or less, while 74% were completed in forty-five (45) working days or less in accordance with the Collective Agreement.

With the complexity of the review process in recent years, the Classification Section initiated a process of obtaining updated Position Questionnaires (PQs) from departments, especially for positions that had not been reviewed within the past five years or more. There were fifty (50) updated PQs for both vacant and encumbered positions that were submitted with the understanding that the classification level would not change significantly if at all.

The Section continued to partner in the Atlantic Benchmark Project, as described in previous annual reports.

3.1.3 HR Planning

During this fiscal year an extensive consultation process commenced to refresh The PSC Business and HR Plan (2011-2013) which was carried out with participation by all staff and consultation with departments.

All PSC employees were invited to participate in planning meetings. The fact that all human resource functions and employees are centralized within the PSC, with assigned departmental portfolios, ensured that departmental human resource issues and needs were considered for inclusion in the plan.

Each consultation meeting included an environmental scan to understand the working environment of the Civil Service. The foundation components of the PSC 2011-2013 plan such as the mandate, vision, values, principles and four goals were reviewed by staff. The 2011-2013 tag line was assessed to determine the relevancy of the branding identity for the next plan period. Finally, working in small groups, employees were asked to suggest five critical activities for each of the four business goals.

Concurrent with the staff consultations, the PSC Chief Executive Officer met individually with each deputy minister to seek feedback and their expectations for human resources services for the future. Feedback on the human resources services they received in the past was elicited in light of the service delivery commitment document that was jointly signed by each party when these services were centralized in 2011-2012.

Another major consulting project was the PSC Client Satisfaction Survey. All deputy ministers, directors and managers as well as the Health PEI Leadership Forum were invited to complete an online survey. Respondents were asked to consider the PSC services they received from each functional area over the past year and to rate their level of satisfaction on the core attributes of customer service, namely, timeliness, professionalism, knowledge, consistency, and outcome.

Respondents were also invited to provide additional comments on the services they received from each functional area and to indicate current issues and emergent challenges.

There was a 38% response rate from the Civil Service sample while the Health PEI Leadership Forum yielded a 34% response rate. There were high levels of satisfaction for all functional areas on both the Professionalism and Knowledge customer service attributes. In general a medium level of satisfaction was reported for Timeliness, Consistency and Outcome attributes.

Comments articulated a recognition and understanding of the volume and complexity of work for the available PSC resources. Current issues and emergent challenges indicate that the expected number of retirements will likely place increased demands on staffing and classification services.

Finally, the results of the biennial Employee Engagement Survey (2012) were carefully analyzed as a means of understanding levels of engagement and opinions that impact performance for both employees of PSC and across the Civil Service.

As a result of the planning activities, the PSC confirmed that the four critical result areas for human resources are:

- Improved capacity of the public service (skill, knowledge and talent);
- Increased employee and leadership development;
- Improved employee and workplace health, safety and well-being; and
- Improved HR legislation, policy, process and practices.

Integrated strategies were then identified to impact the results in these priority areas.

Departmental HR plans are expected to reflect this business plan while taking into account departmental operational realities and priorities.

Performance Management Framework

The Deputy Ministers Council approved a Performance Management framework in January 2013. It was launched in February 2013 through a half day training session with HR Managers and the creation of a performance management page on the provincial intranet site which enabled all staff access to the policy and tools. The Clerk of Executive Council requested that all departments monitor and report the rate of Performance Management Plan completion.

Employee Engagement

Research and experience demonstrates that employee engagement is linked to the retention of employees as well as improved organization results. Recognizing this important link, Prince Edward Island joined the Employee Engagement Inter-jurisdictional Team (EEIT) in February 2008. From its inception in 2006 participating jurisdictions have shared their knowledge and expertise in developing useful research tools and practical processes. Jurisdictions worked together to develop a methodology for bench marking as well as a protocol for pooling and sharing results in a confidential manner. In 2012/13 there were twelve jurisdictions that used a common employee engagement model with common questions.

In November 2012, the PSC led the third employee survey initiative with HR manager representation from all civil departments. In 2012, the employee engagement score was 70.6 %. This is a decrease from both 2010, where the engagement score was 74.2 %, and 2008, where the engagement score was 71.3 %. This trend of rising, and then falling, engagement scores has been seen at both the national level, and in other jurisdictions.

Prince Edward Island uses a series of 39 questions for the employee survey, in addition to a series of demographic and diversity questions. Of the 39 survey questions, 17 have shown improvement from the 2010 survey, two have stayed the same, 20 have declined, and there have been two additions since the 2010 survey.

Generally, questions that have shown an improvement since 2010 are those that pertain to job fit and workload, direct supervision, recognition, and support. Questions that have remained neutral related to knowledge of how work relates to departmental goals, and a preference for remaining in the same department if offered a similar position elsewhere. Questions that have declined since 2010 pertain to learning and performance reviews, senior leadership and information flows, career development and pride in the organization.

In January 2013, the Deputy Ministers Council agreed to take both corporate and departmental action in the following areas:

- improve communication within departments and across the public service;
- focus on providing meaningful feedback and having regular work discussions between supervisors and employees; and
- help public service employees to access training and development opportunities that will ensure the capacity of the public service as well as support career growth.

The Deputy Ministers Council determined that strategies to respond to the results were to be developed within departments, with support from the PSC.

During the 2013/2014 fiscal year, departmental working groups continued to implement action plans that were developed and implemented to respond the 2012 survey results. The action plans were rooted in human resources practices which are known to be foundational for high performing organizations, such as having regular performance management discussions with employees; providing learning and development opportunities; supporting career development; and ensuring effective communication from leadership and throughout the organization.

Examples of strategies that were implemented include:

- the introduction of a corporate e-newsletter "Public Service Matters";
- the introduction of newsletters within some departments such as Community Services and Seniors, Agriculture and Forestry, Education and Early Childhood Development, as well as Fisheries, Aqua-culture and Rural Development;
- the implementation of an updated Performance Management Policy;
- the introduction of a new learning and development framework; and
- departmental staff days with topics focusing on employee engagement.

The PSC continued to support departmental initiatives whenever appropriate.

Human Resource Metrics

The Corporate HR Planning Consultant continued to represent Prince Edward Island on the Inter-jurisdictional HR Metrics and Measures Working Group (IMMWG). Since the fall of 2011, the working group has been able to report on 25 common HR measures/metrics and to identify trends for some measures/metrics that have been reported since 2006-2007, up to and including this fiscal year.

These measures/metrics enable the participating jurisdictions to compare themselves against these indicators of HR performance and share best practice information.

A report was presented at the 50th annual meeting of Chief Executive Officers (CEOs) of Public Service Commissions from across Canada which was hosted by Newfoundland and Labrador in St. John's. At that time the CEOs recommended that the three inter-jurisdictional groups (Engagement, Metrics and Career Growth) work collaboratively to provide them with information which may provide additional insight into critical human resources issues and best practices for addressing those issues. The CEOs requested that a joint report be submitted at their next meeting in the fall of 2014, which will be hosted by PEI.

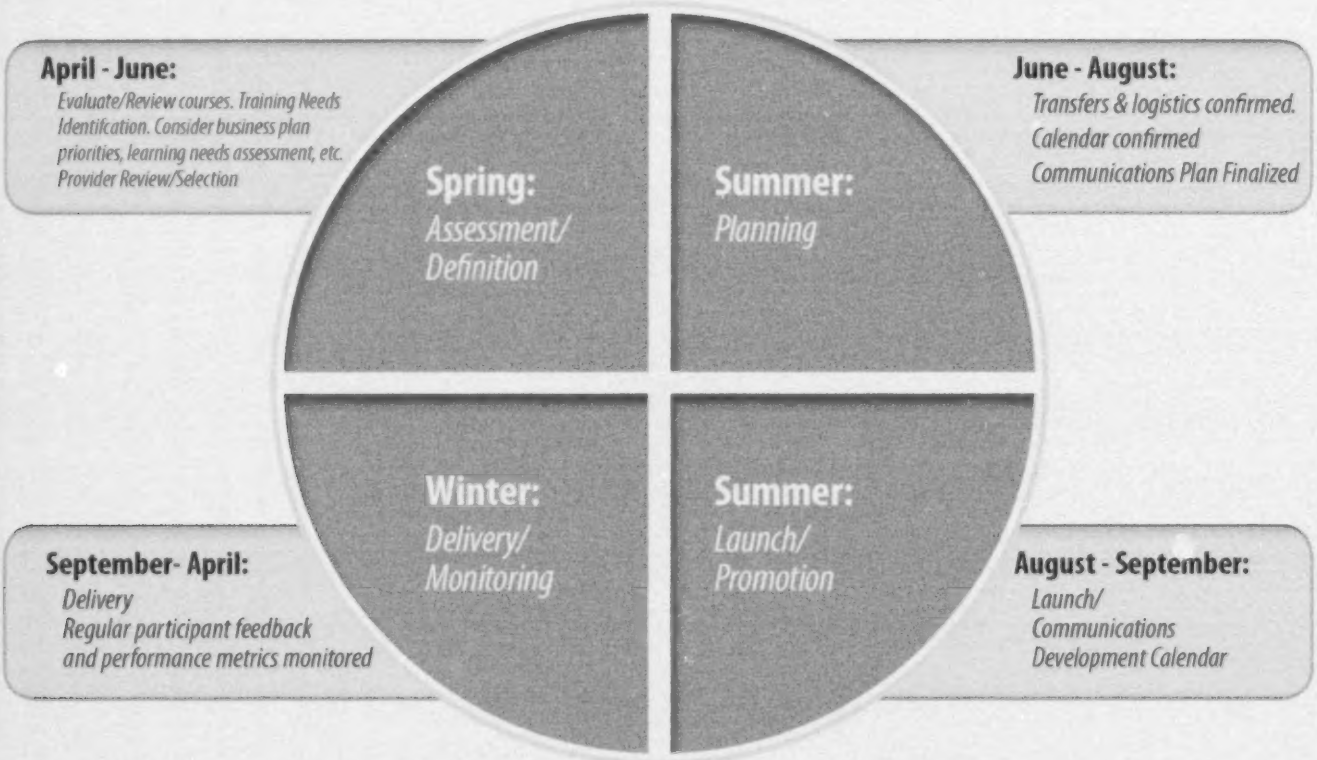
Learning and Development

Government recognizes the importance of learning in the public service. Clients, partners and stakeholders of the PEI Civil Service deserve high quality service from all our employees. To meet this need, the civil service provides opportunities for professional development. Continually improving leadership, management and employee skill sets are critical for developing a quality work environment and an effective civil service.

In early January 2013, the PSC began a major project to develop a new learning and development framework for the civil sector of the public service. This project included a cross jurisdictional review, a literature review and an inventory of current learning resources. Documentation of research findings and the development of the new learning framework extended into the 2013-2014 fiscal year.

In the spring of 2013, the Deputy Ministers Council approved the proposed framework which is intended to meet corporate, departmental and employee learning requirements in a flexible and resilient model. As learning needs change, it is important to be able to meet the needs with different subjects, methods and learning providers. Blended learning delivery methods rooted in adult learning theory are the critical requirements. Over the past fiscal year the PSC started to implement the new learning framework. An annual learning and development cycle was implemented to reflect the framework and to ensure that employee and departmental learning needs could be regularly addressed.

Annual Learning and Development Program Cycle



Thirty six (36) government subject matter experts were trained on effective delivery of adult learning. Sixteen (16) courses about working government were delivered in 33 sessions in the fiscal year. Sessions included the following:

- 3 topics on how government works;
- 2 topics on financial management in government;
- 4 topics on HR management processes;
- 4 topics on leadership, management and supervision; and
- 3 topics on health and wellness.

In addition, seven (7) departments received funding to deliver seventeen (17) customized departmental learning sessions to enhance their operations and client services. Funding was also available through the Unionized and Excluded Training and Development funds for employee directed learning.

In 2013-2014, the PSC supported:

- 38 new managers and supervisors from across the civil service attending New Managers Program at the University of Prince Edward Island;
- 46 experienced managers and supervisors attending a program on Performance Conversation Skills;
- 12 employees completing the UPEI Facilitation Skills Program;
- 90 employees attending MicroSoft Office product training;
- 163 employees receiving French Language Training; and
- 328 employees participation in labour relations training.

These many diverse learning opportunities demonstrate the nature of the Learning and Development framework and the commitment to learning in the civil service.

3.1.4 Diversity Management

The PSC continues to play a leading role in developing and implementing many diversity initiatives. The programs and activities undertaken by the PSC over the last year are wide- ranging, and have had a positive influence in building a public service that values diversity and inclusiveness.

The PSC has been actively involved in the area of diversity planning by meeting with HR Managers and front line managers from different departments and agencies and distributing diversity planning guidelines. The Diversity Advisory Committee, an internal advocacy group responsible for oversight of the government-wide diversity strategy, met regularly during the year, discussed matters relating to departmental diversity plans, and explored strategies to determine the most effective ways of addressing the needs identified and the issues regarding accountability, monitoring, and reporting requirements.

Current population statistics demonstrate that the Island population is becoming more and more diverse (see Appendix 4.10). This has an impact on the public's requirements from government as well as the capacity of government to meet those demands and to address changing needs. As outlined in the Workforce Diversity Policy, it is the responsibility of the PSC to foster the development of a public service workforce that is representative of the population we serve.

Diversity Talent Pool

The PSC Diversity Program continued to work with designated diversity candidates registered with the Diversity Talent Pool. During the year 2013-2014, there were seventy-eight (78) new candidates registered with the Diversity Talent Pool. The program provides the following services to diversity candidates:

- job search information;
- employment assistance and counseling services;

- help with job leads, the application process and interview preparation;
- assist in foreign credential recognition and assessment;
- provide information on job eligibility criteria, legal entitlements, language benchmarks, and required immigration status;
- assist departments in creating identified designated employment opportunities for diversity candidates;
- provide job coaching and on-site- training and evaluation; and
- provide information and guidance to diversity summer students seeking diversity program assistance.

Diversity and Cultural Awareness Training

The PSC continued to coordinate the Diversity and Cultural Training Program through partnership with the Mi'kmaq Confederacy of PEI, the PEI Association for Newcomers to Canada and the PEI Health Sector Council in the delivery of special training for employees and managers that promoted awareness of the value of diversity in the workplace.

Number of Employees Who Attended Diversity and Cultural Awareness Training	
Year	**Number of Participants**
2009 – 2010	133
2010 – 2011	627
2011 – 2012	215
2012 - 2013	51
2013 - 2014	72
Total (as of April 2014)	**1198**

Diversity Promotional Activities

There were numerous activities to promote the value of diversity in the workplace:

The 2013 Annual Premier's Diversity Leadership Award was presented to mark the start of 2013 Public Service Week. These awards are presented each year to employees within the Prince Edward Island Public Service who demonstrate leadership in promoting diversity and inclusiveness in the public sector. The Honourable Valerie E. Docherty, Minister of Community Services and Seniors, representing the Premier, presented the 2013 Diversity Leadership Awards during Public Service Week.

(Left to Right) Public Health nurses Michele Vloet-Miller and Lauretta Taylor; Minister Valerie E. Docherty; Rona Smith representing the Child and Family Services Division of the Department of Community Services and Seniors and Public Service Commission Diversity Consultant Thilak Tennekone.

During the 2013 Public Service Week, a cultural diversity presentation "Showing Our Heritage and Celebrating Our Diversity" was provided for employees to demonstrate the increasing multi-cultural influences in the province. Approximately 300 employees attended the session.

The PSC launched the Diversity themed calendar "Celebrating Diversity in Our Public Service" to recognize the diversity in today's workforce.

The PSC Diversity Consultant continued to participate on various advisory boards, steering committees, and interdepartmental working groups such as the Office of Immigration, Settlement and Population, the Inter-Ministerial Disability Policy Forum, and the Health PEI Leadership Forum and the Health Sector Councils, including advice to initiatives such as the International Credential Recognition and Assessment, the Foreign Qualification Recognition, and the Internationally Educated Health Professionals project.

The purpose of the Government's Workforce Diversity Policy is to create a welcoming workplace that represents the diversity of the population we serve. While we continue to progress and work collectively, there are still more challenges, particularly in the areas of recruitment, qualification assessment, diversity planning, and resource allocation. The objectives of the Workforce Diversity Policy can only be achieved through the commitment, leadership, accountability and corporation of all government departments and agencies. We look forward in furthering diversity in the workplace and in creating a positive and welcoming public service for all Islanders.

3.1.5 Employee Assistance Program

The Employee Assistance Program (EAP) was established in the early 1990's and has been embraced by employees, managers and department leaders in its services to the Civil, Health and Education Sectors.

The mandate of the Employment Assistance Program is to assist employees and immediate family members in dealing with personal or work-related issues which affect their work life. The program also supports managers and directors in addressing personal and work related issues at an early stage to increase the likelihood of an early and satisfactory resolution that meets both the individual's and employer's needs.

The program continues to function under the direction of the EAP Advisory Committee with representation from both management and unions. The committee's role is to promote EAP in the workplace, assess program effectiveness and provide suggestions with the objective of continually improving program delivery. Committee membership is strong in their commitment toward EAP program enhancement.

In response to increased levels of need and demand, economic efficiency and continuity of service delivery, a full time counsellor position has been permanently relocated to a Summerside based office and will provide EAP services to employees and immediate family members who reside in the East and West Prince area of the Island.

During this fiscal year, EAP opened 592 new counselling files, a 19% increase over the previous year. This increase was partially due to the dissolved partnership with "Lifeworks", an external EAP service providing 24/7 telecounselling, website resources, and French language counselling services.

The most common presenting problems were: family/children issues followed by marital/ relationship issues, anxiety, depression and job/ career issues. Employees and family members primarily access EAP through self referral 69.8%; employer referrals consist of 24.4% of services while medical/physician referrals are 19.2%. Females represented 72.5% of clients while 27% were male. Group work requests have increased in areas of conflict resolution, mediation, workplace consultation and worksite presentations.

During the same period various workshops were provided to all sectors which included: Orientation to EAP, Supervisor Assisted Referral, Work/Life Balance, Stress Management, Change and Transition, Conflict Resolution, Grief and Critical Debriefs. EAP counselors provided personal effective learning opportunities for provincial employees through the PSC sessions about "Working in Government".

PSC and the EAP Advisory Committee have developed a work plan to implement recommendations arising out of a formal evaluation of EAP that was completed by the Atlantic Evaluation Group in 2011. The work plan has well defined strategies. The first recommendation was completed by publishing an updated version of EAP Handbook. This revised document was developed collaboratively with union and management representatives which demonstrates their agreement and commitment to EAP services/program.

A secondary recommendation was increased investment in program promotion. Enhancements were made to the EAP website which included program information, program principles, policy, access to the program resources, counsellors and staff contact details. The EAP is located at www.gov.pe.ca/psc/eap. EAP is also exploring an initiative in partnership with *Great West Life* to promote their library of electronic information and resources to employees, family members and managers in areas of workplace challenges and personal well being. This promotional initiative has potential to support prevention services through early access and intervention while increasing EAP program visibility.

3.1.6 French Language Services

The province has been offering French language training through Collège Acadie Î.-P.-É. since 2008 and during that time, at least 467 employees have taken part in this program.

For a sixth consecutive year, Collège Acadie Î.-P.-É. has delivered part-time French courses to civil service and health sector employees. Various skill levels from beginner to advanced were offered over three semesters in Charlottetown and Summerside, with 149 employee participants, a decrease of 25% over the previous year, in attendance. This decrease was due to fewer registrations for the winter session. The spring and fall sessions had similar numbers of registrations as the previous year. The average time commitment per course is 33 hours over 11 weeks, with employees attending in the evening or over the lunch hour, on personal time.

The French Language Training Program (FLTP) continued its offering of *Pour l'amour du français* - a blend of self study with a telephone tutor once a week. New students were added this year. It is intended to continue to offer this program to higher level students with the goal of building government French speaking capacity.

Other language support for bilingual employees was the continuation of a virtual network via a monthly newsletter about cultural activities taking place in the French community, tips for using French in the workplace and updates on legislation or policy. Informal lunches where participants spoke French were organized by French Language Training and promoted over the network. Over 200 employees subscribe to the Bilingual Employee Network.

French Language Training provides voluntary assessment of French language oral proficiency skills of government employees. New employees identifying French skills on their employment application were invited to come for assessment. Evaluation of French proficiency skills is mandatory for candidates being considered for bilingual designated positions. During 2013-2014, twenty-four (24) oral proficiency interviews were completed. This decrease from seventy-two (72) oral proficiency assessments conducted during the previous year might be attributed to the time gap between the retirement of the previous Manager of French Language Services and the hiring of the current Manager. French Language Training maintains a database on language assessments.

In collaboration with Acadian and Francophone Affairs Secretariat, French Language Training worked with PSC Corporate Services to develop the French HR Complement Report. French Language Training produces quarterly reports on bilingual designated positions and employees having bilingual capacity. As of March 31, 2014, there were 119 bilingual designated positions, a 1% increase from the previous year, in government including the health sector, with an additional 102 employees, a 9% decrease from the previous year, evaluated at the intermediate plus level or higher working in unilingual positions.

French Language Training Survey

In early 2014, a survey was developed to determine the efficiency and the results of the training offered through the Collège Acadie Î.-P.-É. Another survey objective was to determine why the numbers decline after Beginner levels are completed. The survey also had questions regarding how the program could be improved and what other complementary things could be done to enrich the language training and maintenance experience for participants.

The anonymous survey was made up of eighteen questions and was carried out in March 2014 by French Language Services. It was sent out by email to 467 recipients. There were 71 respondents, a 15% of the recipients, an average result for on-line survey responses. Many of the respondents submitted comments as well. The comments are the basis of most of the recommendations that follow.

The first half of the survey contained questions regarding the training itself, such as the levels completed, if the training met the participants needs, preferences for time of day, location and frequency of classes.

The survey results were positive with 75% of respondents feeling their needs were being met. Logistic preferences in terms of time and location will be used in the planning for the next fiscal year.

The second half of the survey was comprised of questions to solicit ideas for complementary activities and to assess the respondents' comfort level in the language. Many of the questions allowed for more than one answer.

Two main themes were identified from the comments, as follows:

- a need for practice between classes; and
- the lack of availability of Intermediate and Advanced level classes.

3.1.7 Training and Development Funds

This section provides administration services to both the Excluded and Union of Public Sector Employees Training and Development Funds. Despite the fact that there was an 8% decrease in the total number of applications as compared to the previous year, it continued to be a popular venue for employees to access learning opportunities.

These funds, $300,000 for the unionized fund and $100,000 for the excluded fund are available to individuals and employee groups. The funds are meant to foster career development and ultimately improve service delivery. Each fund has a representative approval committee in place with administrative support from the Public Service Commission. The percentage of approved applications for each fund is consistent with the previous year. The following table presents the application activity for both funds.

Training and Development Funds Application Activity Summary		
Application Status	**Unionized Fund**	**Excluded Fund**
Application Approved	559	164
Application Denied	15	5
Application Withdrawn	87	18
Application Ineligible	6	0
Lack of Funds	2	9
Total Applications	667 (1% increase from previous year)	195 (33% decrease from previous year)

3.2 Human Resource Management and Labour Relations

The purpose of this Division is to provide senior level direction, leadership, coordination and advice in the areas of human resource (HR) management services, labour relations and occupational health and safety to all government departments. It is responsible for building harmonious and mutually beneficial working relationships that promote the well being and productivity of all employees. This is achieved through the advice, support and assistance that HR Managers provide within their service areas.

The Division provides leadership in overall HR management, labour relations matters and collective bargaining processes while also ensuring that an Occupational Health and Safety Program is in place and that legislation is adhered to in all government departments. Good, harmonious labour relations are critical to ensuring that the workforce carries out its tasks in a focused and professional manner. Maintaining consistency and fairness through effective labour and employee relations, in the spirit of mutual respect, is of utmost importance.

3.2.1 HR Management

HR Management services are centralized within the PSC and are provided to government departments

in accordance with legislation, various collective agreements, and policy. HR Managers, HR Assistants and payroll personnel provide expert HR management and payroll services to their assigned client departments.

3.2.2 Labour Relations

Labour Relations provides a variety of services on HR issues. These services include:

- representing the PSC in collective bargaining within the public sector;
- providing assistance on the administration and interpretation of the collective agreement between the Government and the Union of Public Sector Employees;
- developing and implementing, with the assistance of government departments, policies and programs consistent with organizational needs;
- providing labour relations advice and education; and
- administering the cross-sectoral labour relations contracts with the external service providers.

During the fiscal year 2013-2014, the collective bargaining process continued for various public sector agreements.

3.2.3 Occupational Health and Safety

The Occupational Health & Safety (OH&S) Section of the PSC continues to provide a variety of services and resources to all Government Departments and works closely with them to maintain a safe workplace. There is continuous work to keep all of the OH&S Committees within the civil service active, updated and reviewed. All departments' OH&S issues are directed through the OH&S section of the PSC.

There were seven hundred and eighty-two (782) employees, a decrease of 10% from the previous year, who attended training sessions on a variety of topics including: OH&S Committees and Representatives, Workplace Hazardous Materials Information System (WHMIS), Workplace Inspections/ Accident Investigations, General Safety Awareness, Safety for Young Workers, Back Care, Hearing Education, Ergonomics, Traffic Control, and Fall Protection Awareness. Customized training sessions were offered by request and have become increasingly popular with departments.

Major research was completed on several topics including: the health and safety effects of using "crushed glass" at construction sites, the advantage of sit/stand work desks and the need for Automated External Defibrillator's (AED's).

The number of workplace accidents resulting in time lost from work was forty-one (41) which is a slight decrease from last year's number of forty-four (44). Four (4) were claims that reopened, and three(3) only lost one(1) day. There were one hundred and forty-four (144) employee incidents reported with no time lost from work which indicates that employees are reporting incidents.

Eighty-six (86) work station ergonomic assessments were completed, a 19% increase from the previous year, and recommendations were made for improvements compared to seventy-one (71) in the previous year.

The following are statistics for other OHS activities completed in this fiscal year:

- There were eleven (11) Indoor Air Quality (IAQ) Assessments/Tests performed. This number is down slightly from the previous year's number of fourteen (14);
- Thirty-five (35) Workplace Inspections were performed, which was an increase from the previous year's total of twenty-one (21);
- The number of Hearing Tests increased to three hundred fifty-two (352) as compared to the previous year's number of two hundred ninety-one (291);
- The number for Noise Level Testing also increased from thirty-five (35) tests performed in 2012-2013 to forty (40) in 2013-2014. This is primarily due to the task of completing the Hearing Conservation Program for the Department of Transportation & Infrastructure Renewal (TIR).

Working with the departmental managers, we assisted thirty-two (32) employees returning to work: Five (5) from sick leave;
Twenty-four (24) from WCB leave; and
Three (3) from Long-Term Disability Leave.

This continues to be a major work initiative as we strive to accommodate employees by providing easeback and lighter duties.

There were eleven (11) open claims with Workers Compensation at the end of the fiscal year.

This year fourteen (14) employees applied for Long Term Disability and of that number, twelve (12) employees were accepted and two (2) were denied. This is a significant decrease from the previous year where there were thirty (30) applications, twenty-four (24) of those were accepted and six (6) were denied.

3.3 Administration, Corporate Human Resource Management System (HRMS) and Payroll

Administration, Corporate HRMS and Payroll provides a variety of services to the civil service, education and health sectors and to the internal staff of the PSC. Services include management of the payroll and HRMS for the civil service, Health PEI, and the school boards, advice and assistance on HR technology initiatives, advice on administration of the collective agreement between government and the Union of Public Service Employees, and internal administration for the PSC.

This division oversees government's administrative and payroll services to ensure confidence that such systems are well maintained and continually monitored for accuracy and completeness.

3.3.1 Administration

This section provides leadership and guidance to PSC initiatives and activities including the development and management of the PSC budget. Advice is also routinely provided on a range of financial and administrative related matters.

Administration also supports the various divisions of the PSC and departments to find technical solutions which will assist in the improvement of HR processes. The PSC partners with ITSS, Department of Finance, Energy and Municipal Affairs in the delivery of an employee self-service system that provides employees with online viewing of their personal, pay and leave information. There are also a number of management reports on this portal to assist managers and supervisors in the management of their employees.

3.3.2 Corporate Human Resource Management System (HRMS)

The PSC is working with ITSS and our Service Provider to prepare for the PeopleSoft HRMS upgrade. The first stage was implemented in May 2013. Upgrade work includes the testing of approximately 210 modifications and reports, 230 business process test cases and the update of over 660 user documents. User documentation will also be made available to users electronically.

Services to the departments include reporting on both HR and payroll data. Meetings are held regularly with civil, education and health sector user groups to ensure processes and systems meet the needs of the various organizations. Divisional activities also include business process reviews with the client organizations.

The Division provides support to approximately 1200 HRMS users.

3.3.3 Payroll

The Division processes payroll for the three larger public sector organizations producing approximately 11,800 to 12,300 pay advices each pay period. In the calendar year 2013, approximately 16,200 T4s were issued. It is the Division's goal to ensure that each employee's pay is produced in an accurate and timely manner.

4. Appendices – Budget, Demographics, and Statistics

4.1 Public Service Commission Budget

Public Service Commission Expenditures and Revenue			
Division	**Unaudited Actual 2013/2014**	**Budget Revised 2013/2014**	**Budget Estimate 2013/2014**
Expenditure Budget			
Management	$ 206,700	$ 215,200	$ 240,500
HR Management and Labour Relations	$ 3,471,400	$ 3,533,700	$ 3,595,700
Staffing, Classification, and Organizational Development	$ 2,393,500	$ 2,459,900	$ 2,556,300
Administration, Corporate HRMS, and Payroll	$ 987,700	$ 1,026,700	$ 1,077,700
Total PSC Expenditures	**$ 7,059,300**	**$ 7,235,500**	**$ 7,470,200**
Revenue Budget			
Management	$ 0	$ 0	$ 0
HR Management and Labour Relations	$ 0	$ 0	$ 0
Staffing, Classification, and Organizational Development	$ 680,300	$ 612,900	$ 620,200
Administration, Corporate HRMS, and Payroll	$ 1,500	$ 0	$ 0
Total PSC Revenue	$ 681,800	$ 612,900	$ 620,200

4.2 Civil Service Establishment

As of March 31, 2014

Department/Agency	Exec Division	Classified Division								Casual Division	Total All Divisions
		Employees					Vacant Positions				
		FT	EXL FT	PT	EXL PT	Total	FT	PT	Total	Total	
Agriculture & Forestry	1	113	6	15	0	134	12	4	16	16	167
Communications PEI	0	26	16	1	0	43	6	0	6	10	59
Innovation & Advanced Learning	3	55	7	1	0	63	6	0	6	12	84
Education & Early Childhood Development	1	36	8	0	0	44	8	1	9	29	83
Employment Development Agency	0	2	0	0	0	2	0	2	2	0	4
Executive Council	4	8	12	0	0	20	7	0	7	20	51
Environment, Labour & Justice	2	307	61	48	1	417	19	3	22	91	532
Fisheries, Aquaculture & Rural Development	1	57	5	6	0	68	13	0	13	16	98
Health & Wellness	1	38	13	4	0	55	9	1	10	14	80
Liquor Control Commission	1	89	4	47	0	140	15	6	21	85	247
Finance, Energy & Municipal Affairs*	1	240	25	1	1	267	34	3	37	33	338
Public Service Commission	1	17	59	0	0	76	2	1	3	9	89
Community Services & Seniors	1	264	31	19	0	314	16	6	22	69	406
Tourism & Culture**	1	83	7	97	0	187	5	14	19	51	258
Transportation & Infrastructure Renewal	0	313	20	162	0	495	38	51	89	171	755
Treasury Board Secretariat	0	54	53	0	0	107	14	0	14	11	132
Total March 29, 2014	18	1702	327	401	2	2432	204	92	296	637	3383
Total March 30, 2013	20	1702	330	414	4	2450	209	114	323	577	3370
Difference	-2	0	-3	-13	-2	-18	-5	-22	-27	60	13

Legend: FT = Full-time EXL FT = Excluded Full-time PT = Part-time EXL PT = Excluded Part-time

* includes Energy Corporation
** includes Tourism PEI

4.3 Age Profile – Classified Division (Civil Service)

Full-time and Part-time
As of March 31, 2014

Age	Male	Female	Total	Percentage of Total (%)
Under 25	2	0	2	0.1
25 – 29	33	53	86	3.5
30 – 34	72	98	170	7.0
35 – 39	108	155	263	10.8
40 – 44	158	169	327	13.4
45 – 49	177	173	350	14.4
50 – 54	231	253	475	19.5
55 – 59	249	197	446	18.3
60 – 64	116	113	229	9.5
Over 65	60	26	86	3.5
Total	**1197**	**1237**	**2434**	**100.0**
Average Age	**50.1**	**47.8**	**48.9**	

4.4 Length of Service Profile – Classified Division (Civil Service)

Full-time and Part-time
As of March 31, 2014

Years of Service	Male	Female	Total	Percentage of Total (%)
< 2	35	33	68	2.8
2 – 5	160	194	354	14.5
6 – 10	208	235	443	18.2
11 – 15	368	290	658	27.0
16 – 20	105	164	269	11.1
21 – 25	157	147	304	12.5
26 – 30	84	100	184	7.6
31+	80	74	154	6.3
Total	**1197**	**1237**	**2434**	**100.0**
Average Years of Service	**15.3**	**15.1**	**15.2**	

4.5 Separations – Classified Division (Civil Service)

As of March 31, 2014

Reason	Male	Female	Total
Retirement	37	52	89
Resigned	10	19	29
Dismissed	2	2	4
Deceased	2	1	3
Lay-off	5	4	9
Transferred to Affiliate (Health)	0	2	2
Total	**56**	**80**	**136**

4.6 Departmental Profiles – Classified Division (Civil Service)

Full-time and Part-time
As of March 31, 2014

Department / Agency	Male	Female	Total
Agriculture & Forestry	79	55	134
Communications PEI	16	26	42
Innovation & Advanced Learning	10	53	63
Education & Early Childhood Development	9	35	44
Employment Development Agency	2	0	2
Executive Council	2	20	22
Environment, Labour & Justice	206	211	417
Energy PEI	1	0	1
Fisheries, Aquaculture & Rural Development	17	51	68
Health & Wellness	14	41	55
Liquor Control Commission	70	69	139
Finance, Energy & Municipal Affairs	169	97	266
Public Service Commission	9	67	76
Community Services & Seniors	68	246	314
Transportation & Infrastructure Renewal	417	79	496
Treasury Board	31	77	108
Tourism & Culture	77	110	187
Total	**1197**	**1237**	**2434**

4.7 Staffing Statistics

	Civil Sector	Health Sector	Total
COMPETITIONS			
Internal	333	2288	2621
External	14	14	28
Internal and External	8	66	74
Total Competitions	**355**	**2368**	**2723**
APPLICANTS	**4936**	**28799**	**33735**
APPOINTMENTS			
Permanent	257	920	1177
Temporary and Casual	118	1247	1365
Total Appointments	**375**	**2167**	**2542**

4.8 Classification Statistics

Sector	Positions Classified
Civil Service	185
Health PEI	176
School Boards	11
Other	11
Total	**383**

4.9 Occupational Health and Safety Statistics

Services provided to individual departments for April 1, 2013 to March 31, 2014 by Public Service Commission, Occupational Health and Safety Section

Department / Agency	Training	Workplace Inspections	Indoor Air Quality Tests	Noise Level Testing	Hearing Tests	Ergonomic Assessments	WCB Claims	LTD Claims Approved
Agriculture and Forestry	19	0	0	0	68	9	11	0
Community Services and Seniors	18	2	1	0	0	14	13	4
Education and Early Childhood Development	2	0	0	0	0	6	2	0
Environment, Labour and Justice	72	1	2	0	0	11	17	4
Executive Council	0	0	0	0	0	0	0	0
Finance, Energy and Municipal Affairs	2	1	0	0	0	16	5	0
Fisheries, Aquaculture and Rural Development	1	0	0	0	0	0	2	0
Health and Wellness	4	0	1	0	0	0	0	1
Health PEI	3	1	0	0	0	2	0	0
Innovation and Advanced Learning	5	0	0	0	0	7	4	0
Legislative Assembly	0	1	2	0	0	5	6	0
Liquor Control Commission	13	0	0	0	0	0	16	1
Public Service Commission	9	3	0	0	0	5	4	0
Tourism and Culture	92	2	1	0	41	4	22	1
Transportation and Infrastructure Renewal	538	24	3	40	243	1	72	1
Others	4	0	1	0	0	6	0	0
TOTAL	**782**	**35**	**11**	**40**	**352**	**86**	**174**	**12**

4.10 The Changing Prince Edward Island Demographics

According to the PEI 2014 Population Estimates, the total population was 146,283 (Male - 71,258 / Female - 75,025).

According to the 2011 Canadian Census, there is a 3.2% population growth in PEI since 2006. Recent immigrants accounted for 3.5% of the Island population.

Among those recent immigrants, there was a significant increase of visible minority members (one of the growing designated diversity groups) within the community. (The Canadian *Employment Equity Act* defines visible minority members as persons, other than Aboriginal persons, who are non-Caucasian in race or non-white in color). The visible minority population on PEI consists mainly of the following groups: South Asian; Chinese; Black; Filipino; Latin American; Arab; Southeast Asian; West Asian; Korean; and Japanese.

There were 1400 immigrants that arrived during the year and it is estimated that approximately 90 different ethno-cultural backgrounds are currently represented in the province.

Over 5000 people speak languages other than English and French and Chinese is the most common non-official language used in PEI.

In Canada, visible minority groups represented 1 out of every 5 people in total population.

Other sources and statistics further demonstrate the diversity of the province as follows:

- PEI holds the third largest proportion, 16.3 %, of population age 65 and over. (2011 Census: Age and Sex, PEI Statistics Bureau);
- 2011 Canadian Census also reveals that the Aboriginal population counts 1.6% of Island population; and
- Statistics Canada survey on Canadian Prevalence of disability for adults by sex and age group, PEI, 2012 indicates that 16% of the working age Island population has a disability.

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